

# The Effect of Skills and Knowledge on the Performance of Telkomsel Batam Employees

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## ABSTRACT

*This study aims to determine the effect of skill and knowledge variables on employee performance. Human Resources (HR) has an important role to support the activities, continuity, and success of an organization. Human Resources, which are usually called employees, have positive potential for achieving the vision, mission, goals and objectives of the organization or company if managed properly, otherwise it will be a burden if not managed properly. The total population in this study were 38 respondents and the same sample with saturated sampling technique. The research approach is associative. The results of this study are the results of the ANOVA test with F (Fisher) analysis, it is known that skills and knowledge together significantly affect employee performance, Skills have an effect but are not significant on employee performance. Knowledge has a significant effect on employee performance.*

**Keyword:** *Skills, Knowledge, Employee Performance*

## 1. INTRODUCTION

In the era of competition, the ASEAN Economic Community (AEC) requires companies as well as agencies and organizations to be able to make decisions and strategies quickly and precisely in the competition of globalization in an increasingly competitive industrial environment. The increasingly global (global) and sharp business competition requires companies to have strong intellectual capital and adhere to an open system.

The development of management activities is currently growing very rapidly, forcing organizations to make changes to their organizational scope. The change aims to make the organization have competitiveness, so that the organization has strong competitiveness, it is necessary to carry out planning and management. One of the management carried out by the organization is the management of human resources, because the work is basically done by humans even though they use other tools.

Every organization needs to improve its human resources so that the resulting performance increases, because an advanced organization is an organization that displays good performance, especially in terms of skills and knowledge which should be important points for human resources in carrying out work activities. The skills possessed by each employee are different from one another, so that many use this skill dimension as a measurement in assessing individual employee performance.

Employees who have good skills will accelerate the achievement of organizational goals. The performance produced by employees is also strongly influenced by skills, the more skilled the employees, the better the resulting performance. The nature of employees who tend to be less supportive of work, such as the lack of willingness to develop themselves and cooperate with others, certainly affects employee performance.

Lijan (2012) defines performance as an individual's ability to do something with certain skills. It focuses more on the personal characteristics of the employee himself in completing the job. In this personal characteristic is a reflection of how an employee is able or not to carry out an activity and task easily or difficult and successful or not at work. If the employee is not able to carry out his duties and responsibilities automatically, the employee will not produce good performance in accordance with organizational goals.

The objectives of this research are as follows:

1. To find out and analyze the Skills Variable partially positive and significant effect on the Employee Performance of Telkomsel Batam
2. To find out and analyze the Knowledge Variable partially has a positive and significant effect on the Employee Performance of Telkomsel Batam
3. To find out and analyze Skills and Knowledge simultaneously have a positive and significant effect on the performance of Telkomsel Batam

## 2. LITERATURE REVIEW

### a. Skills

Skills can refer to the specific action performed or to the nature in which the skill is performed. Many activities are considered as a skill, consisting of several skills and the degree of mastery achieved by a person describes the level of his skill. Skill is the ability to operate work easily and carefully (Widiastuti, 2010). According to Singer (2009), skill is a consistent degree of success in achieving a goal effectively.

### b. Knowledge

Ability means the capacity of an individual to perform various tasks in a job. (Robbins & Judge, 2009). According to Zain (2010) that ability is the ability, skill, strength we try with ourselves. According to Donald (2009), ability is a change in energy in a person which is characterized by the emergence of thoughts and is preceded by a response to the existence of a goal. (Spencer, 2010) defines ability as "a salient characteristic of an individual that relates to effective and superior performance in a job or situation".

### c. Employee Performance

According to Edison (2016) performance is the result of a process that refers and is measured over a certain period of time based on pre-determined provisions or agreements. Mangkunegara (2009) suggests that the term performance is derived from the word job performance or actual performance, namely the quality and quantity of work achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. Performance is a reflection of their abilities and skills in certain jobs which will have an impact on rewards from the company. It can be concluded that performance is the result obtained by a person in doing his job within a certain time in accordance with the responsibilities that have been given by an organization.

## 3. RESEARCH METHODOLOGY

### a. Types of research

This research, including associative research, is a research that aims to determine the effect or relationship between two or more variables. When viewed from the science discovery method, this type of research is quantitative research, namely by using various existing research results and established theories to build their own hypotheses which are then carried out empirical research to test the built hypotheses (Sugiyono, 2017).

**Population and Sample** The population in this study were all employees (sales executive) Telkomsel Batam, amounting to 35 people. Meanwhile, according to Manullang and Pakpahan (2014), that the sample of this study is the Nonprobability Sampling technique with the census sampling method, which is taking the entire total population for the research to be carried out. Based on the opinion above, the number of samples in this study is the entire population, which is 38 people.

### b. Analysis Method

Multiple linear regression analysis was tested using the IBM SPSS version 22 program. The multiple linear regression analysis model used to test the hypothesis was as follows:

$$Y = b_0 + \beta_1 X_1 + \beta_2 X_2 + \varepsilon$$

Information:

$b_0$  = Constant

$\beta_1$  = Regression coefficient for  $X_1$

$\beta_2$  = Regression coefficient for  $X_2$

$\varepsilon$  = Standard error

$Y$  = Employee performance

$X_1$  = Skill

$X_2$  = Knowledge

In the statistical results used in testing the hypothesis, there are several indicators below, which show whether the hypothesis that has been made is acceptable or not.

**a. Data Quality Test**

The results of the data quality test in this study are as follows:

Table 1. Skill Variable Validity Test ( $X_1$ )

Item-Total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
P1.1	27.5526	17.065	.600	.841
P1.2	27.6053	15.921	.780	.817
P1.3	27.6579	17.204	.681	.831
P1.4	27.4211	17.818	.618	.839
P1.5	27.5526	18.794	.418	.861
P1.6	27.6053	17.164	.678	.831
P1.7	27.4737	18.310	.533	.848
P1.8	27.6316	18.509	.511	.850

Table 2. Knowledge Variable Validity Test ( $X_2$ )

Item-Total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
P2.1	27.2105	20.765	.675	.871
P2.2	27.1579	21.380	.474	.892
P2.3	27.2105	20.495	.569	.882
P2.4	27.0789	21.102	.671	.872
P2.5	27.2105	20.009	.755	.863
P2.6	27.2105	20.765	.675	.871
P2.7	27.3158	19.681	.724	.865
P2.8	27.3421	19.583	.761	.862

Table 3. Performance Variable Validity Test (Y)

Item-Total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
Y.1	27.8947	15.610	.493	.813
Y.2	28.2895	13.617	.697	.784
Y.3	28.2632	13.659	.637	.792
Y.4	28.1316	15.415	.400	.825
Y.5	28.2895	15.238	.435	.820
Y.6	28.2368	13.915	.550	.806
Y.7	27.8947	15.610	.493	.813

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It can be concluded that the results of the validity of the Skills, Knowledge and Employee Performance variables are seen in the Corrected Item-Total Correlation value where all statements are declared valid because the validity value is greater than 0.3.

Table 4. Reliability Test

Variable	Nilai Cronbach Alpha
X1	0,858
X2	0,887
Y	0,826

From the results of the SPSS 22 output value, it is known that the reliability value of all variables is  $> 0.6$ , then the data is declared reliable.

#### b. Kolmogorov Smirnov Test

Normality test on this research identify by Kolmogorov-Smirnov Test are as follows:

Table 5. Uji Kolmogorove Smirnov

**One-Sample Kolmogorov-Smirnov Test**

		Unstandardized Residual
N		38
Normal Parameters <sup>a, b</sup>	Mean	.0000000
	Std. Deviation	2.88152296
Most Extreme Differences	Absolute	.161
	Positive	.138
	Negative	-.161
Kolmogorov-Smirnov Z		.992
Asymp. Sig. (2-tailed)		.279

a. Test distribution is Normal.

b. Calculated from data.

Based on the table above, it is known that the significance value is  $0.279 > 0.05$ , so it can be concluded that the data being tested is normally distributed.

### c. F Test

Table 6. F Test

ANOVA<sup>a</sup>

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	380.493	2	190.247	<b>21.674</b>	<b>.000<sup>a</sup></b>
	Residual	307.217	35	8.778		
	Total	687.711	37			

a. Predictors: (Constant), Pengetahuan, Keterampilan

b. Dependent Variable: Kinerja Pegawai

The results of the ANOVA test with F (Fisher) analysis found that the calculated F value was  $21.674 > F$  table and significant  $F 0.000 < 0.05$ , so that  $H_a$  was accepted, meaning that Skills and Knowledge together significantly affect employee performance.

### d. t Test

Table 7. t Test

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	10.721	3.339		<b>3.211</b>	<b>.003</b>
	Keterampilan	.321	.164	.354	<b>1.952</b>	<b>.059</b>
	Pengetahuan	.365	.152	.434	<b>2.397</b>	<b>.022</b>

- 1) Skills t count value of  $1.952 > t$  table 1.68 and sig value of  $0.059 > 0.05$  so that  $H_0$  is accepted and  $H_a$  is rejected, meaning that Skills have an effect but are not significant on employee performance.
- 2) The t-count Knowledge value is  $2.397 > t$  table 1.68 and the sig value is  $0.022 < 0.05$  so  $H_a$  is accepted and  $H_0$  is rejected, meaning Knowledge has a significant effect on employee performance.

### e. Determination Coefficient Test

Table 8. Determination Coefficient Test

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.744 <sup>a</sup>	.553	<b>.528</b>	2.96271



The Adjusted R Square value of 0.528 or 52.8% means that the variation of the performance of Telkomsel Batam employees can be explained by 52.8% by Skills and Knowledge. Then the remaining 47.2% is influenced by other variables that are not included in the research model.

#### 4. DISCUSSION

The results of the validity values on the Skills, Knowledge and Employee Performance variables are seen in the Corrected Item-Total Correlation value where all statements are declared valid because the validity value is greater than 0.3. From the results of the SPSS 22 output value, it is known that the reliability value of all variables is  $> 0.6$ , then the data is declared reliable (reliable). From the Kolmogorove-Smirnov test that the significance value is  $0.279 > 0.05$ , it can be concluded that the data being tested is normally distributed. The results of the ANOVA test with F (Fisher) analysis showed that the calculated F value was  $21.674 > F$  table and significant  $F 0.000 < 0.05$ , so that  $H_a$  was accepted, meaning that Skills and Knowledge together significantly affect employee performance. Skills t count value is  $1.952 > t$  table 1.68 and sig value is  $0.059 > 0.05$  so  $H_0$  is accepted and  $H_a$  is rejected, meaning that Skills have an effect but are not significant on employee performance. The t-count Knowledge value is  $2.397 > t$  table 1.68 and the sig value is  $0.022 < 0.05$  so  $H_a$  is accepted and  $H_0$  is rejected, meaning Knowledge has a significant effect on employee performance. Adjusted R Square value of 0.528 or 52.8% means that the variation of employee performance can be explained by 52.8% by Skills and Knowledge. Then the remaining 47.2% is influenced by other variables that are not included in the research model.

The skills of the employees at Telkomsel Batam must be considered to the maximum, this can have a significant impact on employee performance for that employees must be able to have awareness in skills to support existing work and make it easier to complete work.

Knowledge is an important factor for employees in carrying out management activities within the agency for that employees are required to have knowledge of the work and job desks that are their responsibility in supporting the effectiveness of the work process, existing employees are required to pay attention to every step and work process in their environment to create a maximum service to the community.

In dealing with work problems, agencies must maximize the situation by providing training and development to employees in order to provide maximum and innovative work skills for all employees within the Batam City Regional Tax and Retribution Management Agency.

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